

How to... View a dispute

1. Sign into your account.

If you have one account, once you have signed in you will be taken to your availability page.

From any other page, click on the [Agreements](#) icon.

2. If you have a group of accounts, select the account from the list that you wish to draw the payment from by clicking on the name.

3. You will then be taken to the [Agreement Summary](#) page.

Close Brothers

Selected Client: No Agreement Selected

Agreement	Agreement Reference
EFG GROUP Aggregation	0012345/001 GBP
EFG Ltd	0012345/001 GBP
Non Recourse CHOCS	
IJK Ltd	0012345/001 GBP
Non Recourse CHOCS	
GHI Ltd	0012345/001 GBP
Non Recourse CHOCS	

Close Brothers

Selected Client: A Client Ltd

Agreement Type: Recourse Factoring

Agreement Summary | Movements | In-Payment Enquiry | Out-Payment Enquiry | Ageing | Statistics | Snapshot

Request Funds

Available Funds: 6,136.69 GBP

Payment Type: CHAPS GBP

Payment Recipient: Main Account

Amount Requested: 6,136.69 GBP

Priority payment requests received by 10:00 are sent before 11:00 and come with an additional charge. Same day payments (CHAPS) or BACS can be requested up to 15:30. All payments are subject to approval.

Breakdown

Availability Breakdown		Disapproved Breakdown	
Borrowing Base	-	Deductions	= Availability
149,972.34 GBP	-	143,835.65 GBP	= 6,136.69 GBP

Borrowing Base	149,972.34 GBP
Sales Ledger	181,250.83 GBP
Funding Disapproved	4,812.78 GRP
Funding Approved Balance	176,438.05 GBP
Prepayment Percentage	@ 85%
Deductions	143,835.65 GBP

4. From here, select the [Ledger](#) icon on the left hand side menu and click on the [Ledger Analysis](#) tab.

From the [Ledger Analysis Tools](#) drop down menu, select [All Disputed Items](#) and then click on the blue [Search](#) button.

5. A list of all disputed invoices will then appear beneath. Select the one you wish to view by clicking anywhere on the line and the [Ledger Item Details](#) box will appear.

6. Click on [Disputed Messages](#) and a summary view will load.

The screenshot displays the Close Brothers web application interface. On the left, a navigation menu includes 'Ledger', 'Agreements', 'Debtors', and 'Data Exchange'. The 'Ledger' icon is highlighted. The main header shows the 'Close Brothers' logo and 'Selected Client: A Client Ltd'. Below the header, the 'Ledger Analysis' tab is selected. The 'Ledger Analysis Tools' dropdown menu is set to 'All disputed items', and the 'Search' button is highlighted. A table lists one debtor: 'ABC Industries Ltd' with 'Doc. Number: 12345', 'Doc. Type: Invoice', and 'Due Date: 02/04/20'. A 'Ledger Item Details' modal is open, showing 'Doc. Type: Invoice', 'Doc. Reference: 12345', and 'Item Reference: 0000001'. The modal has tabs for 'Amounts', 'Dates', 'Additional Info', 'Discount', 'Reconciliation', 'Interest Breakdown', and 'Disputed Messages'. The 'Disputed Messages' tab is active, showing a table with one message: 'Proof of Delivery required' sent on '02/09/20' by 'A User'.

Debtor Name	Doc. Number	Doc. Type	Due Date
ABC Industries Ltd	12345	Invoice	02/04/20

Doc. Type	Invoice	Doc. Reference	12345
Item Reference	0000001	Doc. Amount	2,669.09 GBP

Balances		Debtor Currency	SA Currency	Collateral Status
Document Amount		2,669.09 GBP	2,669.09 GBP	
Actual Balance		2,669.09 GBP	2,669.09 GBP	
Balance		2,669.09 GBP	2,669.09 GBP	
Funding Disapproved		2,669.09 GBP	2,669.09 GBP	Dispute
Bad Debt Protection Disapproved Balance		2,669.09 GBP	2,669.09 GBP	Dispute

Sent Date	From User	Subject	Message Type	Dispute Reference
02/09/20	A User	Proof of Delivery required	Dispute Message to CM User	0123456

7. To view the full dispute details, tick the box on the left hand side of the dispute, and they will appear as a message.

If you want to send a response back to the Credit Control team, you can do so by clicking on the **Reply** button.

The screenshot shows the 'Ledger Item Details' window. At the top, it displays document information: Doc. Type (Invoice), Doc. Reference (12345), Item Reference (0000001), and Doc. Amount (2,669.09 GBP). Below this is a table of 'Item Details' with columns for Amounts, Dates, Additional Info, Discount, Reconciliation, Interest Breakdown, and Disputed Messages. A single row is visible with a checked checkbox, Sent Date (02/09/20), From User (A User), Subject (Proof of Delivery required), Message Type (Dispute Message to CM User), and ID (010). Below the table, it indicates '1 item selected'. On the right side, there is a 'Compose a Message' form with fields for From (A User), Message Type (Dispute Message to CM User), Reply Message Type (Dispute Message from CM), Subject (Proof of Delivery required), and Message (Contact: Sue, Your customer has requested a copy of their Purchase Order.). A blue 'Reply' button is located at the bottom right of the window.

8. Enter your message and click on **send**.

This screenshot shows a close-up of the 'Compose a Message' form. The 'From' field is 'J Client', 'Message Type' is 'Dispute Message to CM User', 'Reply Message Type' is 'Dispute Message from CM', and 'Subject' is 'Re: Proof of Delivery required'. The 'Message' field contains the text: 'Dear Sue', 'I have emailed over a copy of the Proof of Delivery to both you and the customer, please would you remove the dispute.', 'Thank you.', and '-----Original Message-----'. The 'Send' button is circled in blue.